

**Policy 7.01 Implementation Plan
Lower Elwha Klallam Tribe
Port Angeles, Port Townsend, Forks CSO**

Implementation Plan				Progress Report
<u>Goals/Objectives</u>	<u>Activities</u>	<u>Expected Outcome</u>	<u>Lead Staff and Target Date</u>	
Prepare and disseminate pertinent statistics on American Indian community and participant populations, numbers of American Indian participants served and other relevant data.	Provide accurate information to Lower Elwha Tribe relative to Tribal members in a timely manner.	Information and statistics provided on an as needed basis via eJAS and Barcode ad-hoc reports.	Louise Huntingford, Andy Pascua, Diane Mitchell	Port Angeles, Port Townsend, and Forks CSO's Number of Tribal Members receiving benefits through the CSO's: Food Assistance – 102 Medical –185 TANF - 14 GAU – 10 Child Care - 24 The above number may not be complete due to self-declaration and coding errors. Tribes continue to provide information regarding commodity food participants.
	Statistics including Lower Elwha Tribal members receiving Basic Food, Medical Assistance, and Childcare.	Open communication with Tribal leaders and Program staff.	Louise Huntingford, Andy Pascua, Diane Mitchell	
	Provide information relative to In-home Child Care payments.	Tribal TANF will be able to ensure that all income is counted.	Louise Huntingford, Andy Pascua	

	<p>There are no formal arrangements but due to tribal service population, ongoing efforts are made to hire Native Americans Include Tribal representatives on interview panels.</p> <p>Job announcements shared within Clallam and Jefferson County.</p>	<p>Four (4) Native American staff, including a Branch Office Admin., 2-FSS, and Tribal Liaison, Hiring that impacts Tribes.</p> <p>Increase opportunity for the Native American population to apply.</p>	<p>Louise Huntingford, Andy Pascua, CSO Supervisors</p> <p>Louise Huntingford, Andy Pascua, All Managers, Diane Mitchell</p>	<p>Tribal representatives from Lower Elwha will be invited to participate in interview panels when openings occur in the Port Angeles, Port Townsend, Forks, or Neah Bay CSOs. The addition of Tribal members to our interview panels has strengthened the interview and selection process.</p> <p>Information is shared on the State Job Postings process. The website to apply for State Openings is: http://www.careers.wa.gov All local office job openings are emailed to tribal contacts. Diane shares job information with the tribe.</p>
<p>Work with tribes to determine the need for, negotiate and/or implement local Tribal-State agreements, protocols, MOU's, contracts, or processes.</p> <p>Ensure communication with tribal governments, landless tribes, and off reservation American Indian organizations for information sharing, consultation, joint planning, and problem solving.</p>	<p>Identify needs of American Indian clients & communities and whether current programs and policies meet these needs.</p> <p>Identify outstanding issues/gaps in service and develop performance expectations, which can be implemented, monitored and evaluated</p>	<p>Currently the Tribal Liaison is scheduled to be at the Lower Elwha Social Services office on Friday mornings until noon.</p> <p>Schedule and hold meetings to improve coordination and communication.</p>	<p>Diane Mitchell</p> <p>Louise Huntingford, Andy Pascua, Stephanie Del Camp, and Diane Mitchell</p>	<p>Tribal Liaison provides and coordinates communication between the Jamestown, Lower Elwha, Makah, Quileute, and Hoh Tribes and the local DSHS CSO's that serve them.</p> <p>Tribes are invited to participate in the Local Planning Area Meetings (LPA) to design appropriate community service plans.</p>

	Share CSO Tribal Contact List.	Ensure ease of access with timely updates of the CSO Tribal contact list.	Diane Mitchell	Diane will ensure both entities have a current contact list.
	Monthly meetings coordinated between the Tribal TANF staff and the Port Angeles CSO staff	Improved information sharing, consultation, joint planning and problem solving.	Louise Huntingford, Andy Pascua, Stephanie Del Camp Diane Mitchell	The Lower Elwha Tribe meets with the Pt Angeles CSO WorkFirst on a monthly basis. As well, other staff on an as-needed basis. Cases approaching the 60-month time frame will be staffed for transition back to the CSO.
	Develop a series of workshops that would enhance the skills of both agencies' staff.	Plan, develop, and implement training programs.	Louise Huntingford, Andy Pascua, CSO Supervisors, Diane Mitchell, Verna Henderson	Tribes and the CSD work together at developing training that enhanced the skills of both agencies' staff. Invitations and participation occurs when slots are available. Diane, Brenda, and Tammie completed Meth Training in Aug. 2008. This training was through DSHS and Tribal Staff was invited to attend.
	Develop a grievance process to ensure timely resolution of tribal client concerns.	Resolve Tribal client concerns in a timely manner.	Louise Huntingford, Andy Pascua, Diane Mitchell, Verna Henderson	To be developed and implemented within the next twelve months.

	<p>CSO's invited to disseminate information through Tribal newsletters.</p>	<p>Enhanced communications of state programs to Tribal members.</p>	<p>Louise Huntingford, Andy Pascua, Diane Mitchell, Becca Sampson-Weed</p>	<p>Revisions or changes to DSHS programs & services will be shared with the Tribal editor, Becca Sampson-Weed to determine what they would like to include in their newsletter. DSHS has been added to Tribe's mailing list.</p>
	<p>Provide opportunities for Tribal TANF clients to participate in work experience positions at the CSO.</p>	<p>Increased TANF participation; enhanced cultural understanding.</p>	<p>Louise Huntingford, Andy Pascua, Lynn Logelin, TANF Case Managers</p>	<p>A Tribal TANF client participated in a work experience position at the CSO and there are plans to offer 1-2 additional work experience positions this year.</p>
	<p>The Lower Elwha Klallam Tribe has administered their own Tribal TANF Program since 2002.</p>	<p>Coordinate and develop processes which best meet the needs of the tribal TANF population.</p>	<p>gloria Marshall-Perez, RA Ron Thomas, CSOA Stephanie Del Camp, Verna Henderson Beverly Bennett</p>	<p>The TANF Operation Agreement between the Lower Elwha Klallam Tribal Assets for Native Families Program and the Port Angeles CSO was updated and renewed effective 10/07. The tribe would like someone trained & placed at the clinic and/or chemical dependency who can determine eligibility. The CSO will consider this request & determine if a worker can be placed.</p>
	<p>Prior to referring Tribal TANF clients back to the CSO, case staffings are held between Tribal and State Case Managers.</p>	<p>A smooth transition between TANF programs for tribal clients.</p>	<p>Stephanie Del Camp, Diane Mitchell, Beverly Bennett, Verna Henderson</p>	<p>Tribal TANF case staffing meetings are held monthly at the Port Angeles CSO. Tribal case managers along with the CSO WorkFirst case managers have developed a strong working relationship which has resulted in the smooth transition of Tribal TANF customers to the State WorkFirst program. Verna Henderson will provide tribal TANF information to the CSO upon request.</p>

	<p>Continue to provide outreach via the Tribal Liaison at Tribal facilities where appropriate to work with Tribal members.</p>	<p>Currently there is a designated worker at the Lower Elwha Tribe on a regular scheduled basis.</p>	<p>Diane Mitchell</p>	<p>Full-time Tribal Liaison provides a means of communication and services between the Tribes and the Port Angeles, Port Townsend, and Forks CSO's. The CSO will continue to support their staff's participation in cultural events. Carpooling to like-events will be encouraged.</p>
	<p>Provided the Department of Information Services (DIS) contract with the Lower Elwha Tribe. This contract is currently being used to establish a toll free number for the Lower Elwha Tribal facility.</p>	<p>Shared information regarding technology products and services.</p>	<p>Region 6/Staff: gloria Marshall-Perez Louise Huntingford, Andy Pascua Verna Henderson</p>	<p>Lower Elwha and other tribes can use this contract to purchase computer hardware and software directly at great discounts.</p> <p>Lower Elwha toll-free telephone number is pending the completion of the Customer Service Agreement with DIS. Gloria will send the information to Verna</p>
	<p>Work with tribal members, tribal staff, and community agencies to obtain information about what services are needed and how they should be delivered.</p>	<p>Program needs and concerns of the Native American clients will be identified and addressed.</p>	<p>Stephanie Del Camp Diane Mitchell</p>	<p>Tribal Liaison has established contacts with the Lower Elwha Tribe as part of a concerted effort toward working directly with staff from the Port Angeles and Port Townsend CSOs. Diane attends various tribal functions to be available to provide assistance to tribal members. The Regional Manager, Garnet Charles, from the Indian Policy Support Service Office is permanently housed at the Port Angeles DCFS office.</p>

	<p>Address concerns from Lower Elwha Tribe that their TANF clients were not automatically signed up for medical and food assistance.</p>	<p>Implementation of better process flow. Will develop protocols and processes.</p>	<p>CSO Supervisors, Diane Mitchell, Beverly Bennett.</p>	<p>Clarified with Lower Elwha Klallam Tribe that Tribal TANF clients need to apply for food assistance at the CSO. Agreed to use a local tribal form when communicating with the CSO that Tribal TANF eligibility was established so that CSO could authorize medical benefits.</p>
	<p>Improvement of the ADATSA referral process for Tribal members.</p>	<p>Easier accessibility for Native American clients to chemical dependency treatment.</p>	<p>Louise Huntingford, Andy Pascua,</p>	<p>Face to face intake interviews have been waived. The CSO will accept chemical dependency assessment recommendations from Klallam Counseling</p>
	<p>Implement a process to identify action needed by Native American clients, so that their benefits are not terminated.</p>	<p>Reduced breaks in service for tribal members.</p>	<p>Louise Huntingford, Andy Pascua, Stephanie Del Camp Diane Mitchell</p>	<p>Tribal Liaison reviews a monthly Native American Eligibility Review Ad-hoc report, and makes client contact as appropriate. Diane also forwards a list monthly of Lower Elwha Tribal clients who have a review due to Charlene Charles.</p>
	<p>Provide training for Tribal staff on how to use on-line application process in order to streamline the process for their Tribal members. Request by Tribe to give the training to new Tribal TANF staff</p>	<p>Streamline the application processed for Tribal staff and tribal members. Will schedule a time with Tribal TANF staff.</p>	<p>Louise Huntingford, Andy Pascua, Diane Mitchell, Beverly Bennett</p>	<p>Upon request, the CSO is willing to provide an overview of DSHS programs/services whenever requested by the Tribes. On 10/15/08, it was requested that Brenda and Tammie get Ejas access as they attend the LPA meetings and would then have the same access as others who attend.</p>

	<p>New 7.01 Admin. Policy Training, Tribal TANF Boundary Training and Gov't to Gov't training offered to CSO Staff</p>	<p>Provide training for staff when resources are available.</p>	<p>Louise Huntingford, Andy Pascua , Leslie Eisenhower</p>	<p>Andy and Louise have received the 7.01 Admin. Policy Training. Keep training current for Financial Staff to ensure knowledge of Tribal boundary zones that are applicable for Tribal TANF and WorkFirst jurisdiction as it applies to federal law.</p>
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